In the Claims:

1-49. (Canceled).

50. (New) A method of facilitating customized call processing comprising:

defining a plurality of entities, each of said plurality of entities selected from the list consisting of: an office, a group, or a subscriber;

creating an office feature queue for at least one office entity, wherein the office feature queue defines a sequence of call features and an associated event for call processing;

defining a sequence with which to implement call features for the office feature queue;

creating a group feature queue for at least one group entity associated with the at least one office entity, wherein the group feature queue is based on an inherited corresponding office feature queue;

allowing modification of the group feature queue to customize the group feature queue;

creating a subscriber feature queue for at least one subscriber entity associated with the at least one group entity, wherein the subscriber feature queue is based on an inherited corresponding group feature queue;

allowing modification of the subscriber feature queue to customize the subscriber feature queue;

receiving a trigger indicating an occurrence of the event for a call associated with the at least one office entity;

identifying the office feature queue associated with the at least one office entity corresponding to the event; and

processing the call to implement the call features in the sequence defined in the office feature queue for the call.

51. (New) The method of claim 50 further comprising modifying the office feature queue.

52. (New) The method of claim 50 further comprising creating office feature queues for each office entity.

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53.   (New) The method of claim 50 further comprising creating group feature queues for each group entity.

54.   (New) The method of claim 50 further comprising creating subscriber feature queues for each subscriber entity.

55.   (New) A system for facilitating customized call processing comprising:

an interface to receive triggers for a call processing events occurring during calls; and

a control system associated with the interface and adapted to:

define a plurality of entities, each of said plurality of entities selected from the list consisting of: an office, a group, or a subscriber;

create an office feature queue for at least one office entity, wherein the office feature queue defines a sequence of call features and an associated event for call processing;

define a sequence with which to implement call features for the office feature queue;

create a group feature queue for at least one group entity associated with the at least one office entity, wherein the group feature queue is based on an inherited corresponding office feature queue;

allow modification of the group feature queue to customize the group feature queue;

create a subscriber feature queue for at least one subscriber entity associated with the at least one group entity, wherein the subscriber feature queue is based on an inherited corresponding group feature queue;

allow modification of the subscriber feature queue to customize the subscriber feature queue;

receive a trigger indicating an occurrence of the event for a call associated with the at least one office entity;

identify the office feature queue associated with the at least one office entity corresponding to the event; and

process the call to implement the call features in the sequence defined in the office feature queue for the call.

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56.   (New) The system of claim 55, wherein the control system is further adapted to modify the office feature queue.

57.   (New) The system of claim 55, wherein the control system is further adapted to create office feature queues for each office entity.

58.   (New) The system of claim 55, wherein the control system is further adapted to create group feature queues for each group entity.

59.   (New) The system of claim 55, wherein the control system is further adapted to create subscriber feature queues for each subscriber entity.

60.   (New) A system for facilitating customized call processing comprising:

means for defining a plurality of entities, each of said plurality of entities selected from the list consisting of: an office, a group, or a subscriber;

means for creating an office feature queue for at least one office entity, wherein the office feature queue defines a sequence of call features and an associated event for call processing;

means for defining a sequence with which to implement call features for the office feature queue;

means for creating a group feature queue for at least one group entity associated with the at least one office entity, wherein the group feature queue is based on an inherited corresponding office feature queue;

means for allowing modification of the group feature queue to customize the group feature queue;

means for creating a subscriber feature queue for at least one subscriber entity associated with the at least one group entity, wherein the subscriber feature queue is based on an inherited corresponding group feature queue;

means for allowing modification of the subscriber feature queue to customize the subscriber feature queue;

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means for receiving a trigger indicating an occurrence of the event for a call associated with the at least one office entity;

means for identifying the office feature queue associated with the at least one office entity corresponding to the event; and

means for processing the call to implement the call features in the sequence defined in the office feature queue for the call.

61.   (New) The system of claim 60 further comprising means for modifying the office feature queue.

62.   (New) The method of claim 60 further comprising means for creating office feature queues for each office entity.

63.   (New) The method of claim 60 further comprising means for creating group feature queues for each group entity.

64.   (New) The method of claim 60 further comprising means for creating subscriber feature queues for each subscriber entity.

65.   (New) A computer readable medium comprising software instructions for a computer to facilitate customized call processing by:

defining a plurality of entities, each of said plurality of entities selected from the list consisting of: an office, a group, or a subscriber;

creating an office feature queue for at least one office entity, wherein the office feature queue defines a sequence of call features and an associated event for call processing;

defining a sequence with which to implement call features for the office feature queue;

creating a group feature queue for at least one group entity associated with the at least one office entity, wherein the group feature queue is based on an inherited corresponding office feature queue;

allowing modification of the group feature queue to customize the group feature queue;

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creating a subscriber feature queue for at least one subscriber entity associated with the at least one group entity, wherein the subscriber feature queue is based on an inherited corresponding group feature queue;

allowing modification of the subscriber feature queue to customize the subscriber feature queue;

receiving a trigger indicating an occurrence of the event for a call associated with the at least one office entity;

identifying the office feature queue associated with the at least one office entity corresponding to the event; and

processing the call to implement the call features in the sequence defined in the office feature queue for the call.

66.   (New) The computer readable medium of claim 65 wherein the software instructions further comprise instructions for modifying the office feature queue.

67.   (New) The computer readable medium of claim 65 wherein the software instructions further comprise instructions for creating office feature queues for each office entity.

68.   (New) The computer readable medium of claim 65 wherein the software instructions further comprise instructions for creating group feature queues for each group entity.

69.   (New) The computer readable medium of claim 65 wherein the software instructions further comprise instructions for creating subscriber feature queues for each subscriber entity.

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